



Process Flow Overview

SFA HR Automation

Classification:

Primary Functionality: Benefits Administration

Sub-function: Life Event Processing

- ☒ "As-Is"
☐ "To-Be"

Description:

This "As-Is" flow provides an overview of the life event processes. The processes are semi-automated through the use of the Federal Personnel/Payroll System (FPPS). When a life event occurs, employees and their families are allowed to make changes to health and life insurance coverage. To change health or life insurance, the employee must complete and submit a form to HRG for processing. Those persons seeking Temporary Continuation of Coverage, they must complete and submit a form to HRG. HRG reviews and certifies the form before sending it to the National Finance Center for processing.

Handoffs:

The "As-Is" Life Event Processing flow has the following number of handoffs:

Health insurance change – 2

Handoffs occur between: employee - Employee Relations Specialist, and Employee Relations Specialist - A&R Technician.

Life insurance change – 5

Handoffs occur between: employee - Employee Relations Specialist, Employee Relations Specialist - A&R Technician, A&R Technician - Customer Service Team III Leader, Customer Service Team III Leader - A&R Technician, and A&R Technician - SFA HR.

Temporary Continuation of Coverage (employee, child) – 2

Handoffs occur between: employee/child - Employee Relations Specialist, and Employee Relations Specialist - National Finance Center.

Temporary Continuation of Coverage (former spouse) – 6

Handoffs occur between: former spouse - Employee Relations Specialist, Employee Relations Specialist - National Finance Center, former spouse - OPM, OPM - former spouse, former spouse - Employee Relations Specialist, and Employee Relations Specialist - National Finance Center.

Average Process Completion Time:

The average process completion time for processing a life event ranges from one to three days, excluding the time it takes for health insurance carriers to mail the employee new cards.

Position title	Agency name	Time/request	Number of positions	Percent of time/year	Number processed/year
Customer Service Team III Leader	HRG	5 min.	1	2%	550
Employee Relations Specialist	HRG	30 min.	2	6%	500
A&R Technician	HRG	15 min.	1	7%	550

Cost:

- HRG inter-agency agreement for use of FPPS: \$230,000 annually
- FPPS: \$165 per W-2 form annually
- SFA-sponsored FTEs: ~\$255,543 (based on 3 FTEs at an average OM salary of \$85,181)

Contact Information:

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Assumptions:

- The process flows assume that all forms submitted by the employee are complete. If certain parts of the form(s) are not filled in, the Employee Relations Specialist at HRG will return the form(s) to the employee to complete and resubmit.
- The life insurance process flow on Page 5.2.2 assumes that the SF 50 is accurate. If the Customer Service Team III Leader detects an error in the printed SF 50, then the Customer Service Team III Leader completes an error sheet and returns the SF 50 to the A&R Technician to make the necessary changes.

Exclusions:

- When someone applies for Temporary Continuation of Coverage, the Employee Relations Specialist at HRG mails the completed SF 2809 to the National Finance Center (NFC) for processing. The process flow does not mention that the NFC notifies the insurance carriers of the Temporary Continuation of Coverage. Additionally, the NFC mails coupons to the employee, employee's child or former spouse for temporary health insurance coverage.

Regions:

- The regional offices follow a slightly different procedure for processing personnel actions; refer to the Regional Process: Requesting Personnel Actions sheet for details.
- The life event processes are similar in the regions and in headquarters. The main difference is that the regional offices operate with a smaller staff that typically includes one Personnel Officer and one Personnel Specialist. HR employees in the regions are generalists, which means that they perform all HR functions rather than specialists in headquarters that only handle matters related to Employee Relations, Labor Relations, etc. Because there are less people involved in executing HR functions, there are fewer handoffs in the regions.

Strategic Direction:

SFA HR can analyze this flow to see how HRG processes life events, including Temporary Continuation of Coverage. SFA HR has no role in the existing life event processes. After an analysis of the current process, SFA HR can determine whether or not they want to play a larger role in life event processing. Studying this flow will allow SFA HR to more accurately estimate the resources it will need to process life events. This flow will also help identify which steps can be automated to improve the process.